Commerce

First Contact Resolution
First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Commerce	Application Development	Clifford Tomlinson	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Application Services	Dustin Crump	2 0	2 0
		Martin Gonzalez	1 1	1 1
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Application Support	Derral Sorensen	2 1	2 1
		Karen Duncan	2 0	2 0
		Michele Orrell	2 0	2 0
		Mya Taaffe	2 2	2 2
		Assigned to Individual Total	8 3	8 3

Commerce

			Low	FCR Total
Commerce	Help Desk	Brenda Treadway	2 1	2 1
		Fred Schmidt	1 0	1 0
		James Stearns	1 1	1 1
		Julie VanBeekum	11 11	11 11
		Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	16 14	16 14
	Metro A Desktop Support	Nancy Hachmeister	12 0	12 0
		Rodney Austin	36 8	36 8
		Assigned to Individual Total	48 8	48 8
	Metro A Help Desk	Cindy Schroeder	3 3	3 3
		Ed Conrad	13 10	13 10
		Liz Evans	6 4	6 4
		Assigned to Individual Total	22 17	22 17
	Metro A Hosting	Tom Carney	1 0	1 0

Commerce

			Low	FCR Total
Commerce	Metro A Hosting	**Assigned to Individual Total**	1 0	1 0
	Voice Operations	Leon Owen	1 0	1 0
		Romanza Hamblin Sorensen	2 1	2 1
		Assigned to Individual Total	3 1	3 1
	Voice/Data/WAN Services	Greg Blessing	5 0	5 0
		Mike Johnson	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Assigned Group Total		110 45	110 45
Customer Company Total			110 45	110 45

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	MIR Total
Commerce	Application Development	Clifford Tomlinson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Dustin Crump	2 0	2 0
		Martin Gonzalez	1 1	1 1
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Application Support	Derral Sorensen	2 0	2 0
		Karen Duncan	2 0	2 0
		Michele Orrell	2 0	2 0
		Mya Taaffe	2 0	2 0
		Assigned to Individual Total	8 0	8 0

Commerce

			Low	MIR Total
Commerce	Help Desk	Brenda Treadway	20	20
		Fred Schmidt	10	10
		James Stearns	10	10
		Julie VanBeekum	110	110
		Vicky Marrelli	10	10
		Assigned to Individual Total	160	160
	Metro A Desktop Support	Nancy Hachmeister	120	120
		Rodney Austin	360	360
		Assigned to Individual Total	480	480
	Metro A Help Desk	Cindy Schroeder	30	30
		Ed Conrad	130	130
		Liz Evans	60	60
		Assigned to Individual Total	220	220
	Metro A Hosting	Tom Carney	10	10

Commerce

			Low	MIR Total
Commerce	Metro A Hosting	**Assigned to Individual Total**	10	10
	Voice Operations	Leon Owen	10	10
		Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	30	30
	Voice/Data/WAN Services	Greg Blessing	50	50
		Mike Johnson	20	20
		Assigned to Individual Total	70	70
	Assigned Group Total		1101	1101
Customer Company Total			1101	1101

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| | | | Top Number - Total Incidents Bottom Number -Average time in hours | |
Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Commerce	Application Development	Clifford Tomlinson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Application Services	Dustin Crump	2 0.26	2 0.26
		Martin Gonzalez	1 2.33	1 2.33
		Tony Larsen	1 0.00	1 0.00
		Assigned to Individual Total	4 0.71	4 0.71
	Application Support	Derral Sorensen	2 0.32	2 0.32
		Karen Duncan	2 0.45	2 0.45
		Michele Orrell	2 0.21	2 0.21
		Mya Taaffe	2 0.00	2 0.00
		Assigned to Individual Total	8 0.25	8 0.25

Commerce

			Low	ATTIR Total
Commerce	Help Desk	Brenda Treadway	2 0.06	2 0.06
		Fred Schmidt	1 0.00	1 0.00
		James Stearns	1 0.00	1 0.00
		Julie VanBeekum	11 0.02	11 0.02
		Vicky Marrelli	1 0.26	1 0.26
		Assigned to Individual Total	16 0.04	16 0.04
	Metro A Desktop Support	Nancy Hachmeister	12 0.13	12 0.13
		Rodney Austin	36 0.08	36 0.08
		Assigned to Individual Total	48 0.10	48 0.10
	Metro A Help Desk	Cindy Schroeder	3 0.00	3 0.00
		Ed Conrad	13 0.01	13 0.01
		Liz Evans	6 0.03	6 0.03
		Assigned to Individual Total	22 0.01	22 0.01
	Metro A Hosting	Tom Carney	1 0.00	1 0.00

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Commerce

			Low	ATTIR Total
Commerce	Metro A Hosting	**Assigned to Individual Total**	1 0.00	1 0.00
	Voice Operations	Leon Owen	1 0.35	1 0.35
		Romanza Hamblin Sorensen	2 0.17	2 0.17
		Assigned to Individual Total	3 0.23	3 0.23
	Voice/Data/WAN Services	Greg Blessing	5 0.45	5 0.45
		Mike Johnson	2 0.04	2 0.04
		Assigned to Individual Total	7 0.33	7 0.33
	Assigned Group Total		110 0.12	110 0.12
Customer Company Total			110 0.12	110 0.12

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Commerce	Application Development	Clifford Tomlinson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Dustin Crump	2 0	2 0
		Martin Gonzalez	1 1	1 1
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Application Support	Derral Sorensen	2 0	2 0
		Karen Duncan	2 0	2 0
		Michele Orrell	2 0	2 0
		Mya Taaffe	2 0	2 0
		Assigned to Individual Total	8 0	8 0

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Commerce

			Low	MR Total
Commerce	Help Desk	Brenda Treadway	20	20
		Fred Schmidt	10	10
		James Stearns	10	10
		Julie VanBeekum	110	110
		Vicky Marrelli	10	10
		Assigned to Individual Total	160	160
	Metro A Desktop Support	Nancy Hachmeister	120	120
		Rodney Austin	360	360
		Assigned to Individual Total	480	480
	Metro A Help Desk	Cindy Schroeder	30	30
		Ed Conrad	130	130
		Liz Evans	60	60
		Assigned to Individual Total	220	220
	Metro A Hosting	Tom Carney	10	10

Commerce

			Low	MR Total
Commerce	Metro A Hosting	**Assigned to Individual Total**	10	10
	Voice Operations	Leon Owen	10	10
		Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	30	30
	Voice/Data/WAN Services	Greg Blessing	50	50
		Mike Johnson	20	20
		Assigned to Individual Total	70	70
	Assigned Group Total		1101	1101
Customer Company Total			1101	1101

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Commerce	Application Development	Clifford Tomlinson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Application Services	Dustin Crump	2 1.49	2 1.49
		Martin Gonzalez	1 80.98	1 80.98
		Tony Larsen	1 0.59	1 0.59
		Assigned to Individual Total	4 21.14	4 21.14
	Application Support	Derral Sorensen	2 0.51	2 0.51
		Karen Duncan	2 3.06	2 3.06
		Michele Orrell	2 0.21	2 0.21
		Mya Taaffe	2 0.00	2 0.00
		Assigned to Individual Total	8 1.08	8 1.08

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Commerce

			Low	ATTR Total
Commerce	Help Desk	Brenda Treadway	2 0.06	2 0.06
		Fred Schmidt	1	1
		James Stearns	1 0.00	1 0.00
		Julie VanBeekum	11 0.02	11 0.02
		Vicky Marrelli	1 0.74	1 0.74
		Assigned to Individual Total	16 0.07	16 0.07
	Metro A Desktop Support	Nancy Hachmeister	12 0.41	12 0.41
		Rodney Austin	36 0.61	36 0.61
		Assigned to Individual Total	48 0.56	48 0.56
	Metro A Help Desk	Cindy Schroeder	3 0.00	3 0.00
		Ed Conrad	13 0.31	13 0.31
		Liz Evans	6 0.07	6 0.07
		Assigned to Individual Total	22 0.21	22 0.21
	Metro A Hosting	Tom Carney	1 1.53	1 1.53

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Commerce

			Low	ATTR Total
Commerce	Metro A Hosting	**Assigned to Individual Total**	1 1.53	1 1.53
	Voice Operations	Leon Owen	1 0.35	1 0.35
		Romanza Hamblin Sorensen	2 0.63	2 0.63
		Assigned to Individual Total	3 0.53	3 0.53
	Voice/Data/WAN Services	Greg Blessing	5 0.59	5 0.59
		Mike Johnson	2 1.50	2 1.50
		Assigned to Individual Total	7 0.85	7 0.85
	Assigned Group Total		110 1.25	110 1.25
Customer Company Total			110 1.25	110 1.25

Commerce

Detail

INC000000480132	Marlin Barrow	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.23
INC000000485349	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	
INC000000486645	Mark Long	None	None	None		TIR Missed: Yes	2.33
	Application Services	Martin Gonzalez	Commerce	Low	Resolved	TTR Missed: Yes	80.98
INC000000487339	Cyndy Nelson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.42
INC000000488760	Daniel Rodriguez	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.33
INC000000489180	Bela Vastag	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.07
INC000000489258	Travis Cardwell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	
INC000000489292	Shauna Benvegnu-Springe	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.20
INC000000489371	Debra Troxel	None	None	None		TIR Missed: No	0.12
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	0.12
INC000000489499	Connie Call	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.30
INC000000489968	Louise McMillian	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000490005	Carol Inglesby	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.09
INC000000490209	Van Kagie	Application	Error	Novell GroupWise		TIR Missed: No	0.37
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.39
INC000000490536	Katherine Klotovich-Wilsor	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.27
INC000000490675	Jennifer Bolton	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.03
INC000000490811	Mark Long	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00

Commerce

INC000000490993	Maria Bishop	Telecom	Coverage Path	Telephone		TIR Missed: No	0.26
Voice Operations		Romanza Hamblin Sorensen	Commerce	Low	Closed	TTR Missed: No	0.26
INC000000491044	Daniel Jones	None	None	None		TIR Missed: No	0.17
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.95
INC000000491077	Tom Harper	Mobile Devices	None	Gmail		TIR Missed: No	0.05
Application Services		Dustin Crump	Commerce	Low	Closed	TTR Missed: No	0.08
INC000000491167	Mary Ester Allers	Telecom	Hardware	Telephone		TIR Missed: No	0.65
Voice/Data/WAN Services		Greg Blessing	Commerce	Low	Resolved	TTR Missed: No	0.65
INC000000491177	Mary Ester Allers	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.57
INC000000491246	Renda Christensen	Telecom	Dial Tone	Telephone		TIR Missed: No	0.36
Voice/Data/WAN Services		Greg Blessing	Commerce	Low	Closed	TTR Missed: No	0.36
INC000000491319	Mary Ester Allers	Telecom	Call Management	Telephone		TIR Missed: No	0.35
Voice Operations		Leon Owen	Commerce	Low	Closed	TTR Missed: No	0.35
INC000000491323	Brittany Butsch	Telecom	Call Management	Telephone		TIR Missed: No	0.49
Voice/Data/WAN Services		Greg Blessing	Commerce	Low	Closed	TTR Missed: No	0.49
INC000000491332	Tracy Naff	Application	Error	Microsoft Access		TIR Missed: No	0.00
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.63
INC000000491496	Charles Lyons	None	None	None		TIR Missed: No	0.42
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.42
INC000000491711	Maria Bishop	None	None	None		TIR Missed: No	0.26
Help Desk		Vicky Marrelli	Commerce	Low	Closed	TTR Missed: No	0.74
INC000000491779	Lauree Larson	None	None	None		TIR Missed: No	0.00
Application Support		Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000492031	Daniel Rodriguez	PC/Laptop	Hardware	None		TIR Missed: No	0.14
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.24
INC000000492059	Steve Eklund	None	None	None		TIR Missed: No	0.08
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.62
INC000000492257	Cyndy Nelson	Application	Reporting	None		TIR Missed: No	0.42
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.02
INC000000492348	David Thomson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000492379	David Thomson	None	None	None		TIR Missed: No	0.11
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.48

Commerce

INC000000492403	David Thomson	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000493165	Julie Price	None	None	Gmail	TIR Missed:	No	0.00
Help Desk		Fred Schmidt	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000493346	Su Chon	PC/Laptop	None	None	TIR Missed:	No	0.13
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.17
INC000000493366	Mary Price	Application	None	Content Manager	TIR Missed:	No	0.04
Application Support		Michele Orrell	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000493413	Joni Zenger	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.07
INC000000493531	Cyndy Nelson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.09
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.12
INC000000493650	Connie Hendricks	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	1.76
INC000000493798	Cyndy Nelson	Network	None	None	TIR Missed:	No	0.00
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.86
INC000000493878	Anthony Carrillo	PC/Laptop	Hardware	None	TIR Missed:	No	0.08
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.32
INC000000493910	Michael Pitts	PC/Laptop	Performance	None	TIR Missed:	No	0.15
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.65
INC000000494219	Michele Beck	Application	None	None	TIR Missed:	No	0.33
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.44
INC000000494647	Elisa Campbell	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.89
INC000000494665	David Thomson	Application	Error	PGP	TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000494774	Mark Long	Telecom	None	None	TIR Missed:	No	0.09
Voice/Data/WAN Services		Mike Johnson	Commerce	Low	Closed	TTR Missed: No	2.07
INC000000494925	Casey Coleman	Application	None	Symantec AntiVirus	TIR Missed:	No	0.11
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.41
INC000000494957	Louise McMillian	Application	None	Novell GroupWise 32-bit Window	TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000495081	Marcia Corak	Application	None	Microsoft Access	TIR Missed:	No	0.19
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.20

Commerce

INC000000495384	Debra Troxel	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Voice/Data/WAN Services	Mike Johnson	Commerce	Low		Closed	TTR Missed: No	0.94
INC000000495612	Robyn Barkdull	Network	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Closed	TTR Missed: No	1.34
INC000000495891	Sharon Smalley	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.14
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Closed	TTR Missed: No	1.22
INC000000495919	Louise McMillian	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Closed	TTR Missed: No	0.42
INC000000495979	Marvin Sims	None	None	None			TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low		Closed	TTR Missed: No	0.00
INC000000496542	Jonathan Stewart	None	None	BlackBerry Configuration			TIR Missed: No	0.47
	Application Services	Dustin Crump	Commerce	Low		Resolved	TTR Missed: No	2.89
INC000000496644	Chrishel James	Network	Performance	None			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low		Closed	TTR Missed: No	0.00
INC000000497538	Susan Higgs	Telecom	Dial Tone	Telephone			TIR Missed: No	0.14
	Voice/Data/WAN Services	Greg Blessing	Commerce	Low		Closed	TTR Missed: No	0.23
INC000000497686	Robert Italasano	Telecom	Hardware	Telephone			TIR Missed: No	0.60
	Voice/Data/WAN Services	Greg Blessing	Commerce	Low		Resolved	TTR Missed: No	1.21
INC000000497731	Debra Troxel	Telecom	Call Management	Telephone			TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low		Closed	TTR Missed: No	0.99
INC000000498181	Marla Winegar	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low		Resolved	TTR Missed: No	0.00
INC000000498233	Joanne Hogenson	PC/Laptop	Virus	None			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low		Resolved	TTR Missed: No	0.35
INC000000498245	Theresa Reinders	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low		Resolved	TTR Missed: No	0.40
INC000000498316	Elton Wilcox	Network	Incident	None			TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Resolved	TTR Missed: No	0.07
INC000000498334	Michael Palumbo	Network	Error	None			TIR Missed: No	0.25
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low		Resolved	TTR Missed: No	1.47
INC000000498387	Michael Pitts	Application	Error	None			TIR Missed: No	0.17
	Metro A Desktop Support	Rodney Austin	Commerce	Low		Resolved	TTR Missed: No	0.17
INC000000498409	Louise McMillian	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low		Resolved	TTR Missed: No	0.14

Commerce

INC000000498428	Charles H Peterson	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.34
INC000000498434	Danny Martinez	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000498615	Allyn Stutsman	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Hosting	Tom Carney	Commerce	Low	Resolved	TTR Missed: No	1.53
INC000000498950	Rachell Oaks	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.15
INC000000498966	Amber Cooper	Application	Password	License Enforcement System	TIR Missed: No	0.00
Application Support	Karen Duncan	Commerce	Low	Closed	TTR Missed: No	0.17
INC000000499139	Jennifer Chesley	PC/Laptop	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000499161	Sharon Smalley	Application	None	Mozilla Firefox	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.29
INC000000499202	Elaine Barker	PC/Laptop	Error	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000499325	Elisa Campbell	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000499358	Jared Memmott	Application	Error	License Enforcement System	TIR Missed: No	0.90
Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	5.96
INC000000499715	Shauna Benvegnu-Spring	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000499826	Dane Ishihara	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.24
INC000000499832	Tyler Clawson	Application	Error	Gmail	TIR Missed: No	0.00
Application Services	Tony Larsen	Commerce	Low	Resolved	TTR Missed: No	0.59
INC000000500140	Erika Tedder	Network	Incident	None	TIR Missed: No	0.18
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.18
INC000000500405	Bowen Call	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.04
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.05
INC000000501913	Hailee Robertson	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.60
INC000000502259	Amber Nielsen	PC/Laptop	Performance	None	TIR Missed: No	0.02
Application Support	Derral Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.41

Commerce

INC000000502736	Robert Italasano	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000502804	Danielle Healy	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000502825	Renda Christensen	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.13
INC000000502894	Robert Italasano	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000503347	Mary Price	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.21
INC000000503354	Kathy Berg	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.05
INC000000503634	Kenneth Wamsley	Application	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.63
INC000000503732	Robert Italasano	Application	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.37
INC000000503866	Jackie Betts	None	None	None	TIR Missed: No	0.22
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.22
INC000000503949	Joseph Beatty	Application	None	Novell GroupWise	TIR Missed: No	0.18
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.55
INC000000504030	Amber Cooper	Network	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000504058	Nadia Mahallati	Network	Performance	None	TIR Missed: No	0.04
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.06
INC000000504319	Tiffeni Wall	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.69
INC000000504836	Lee Avery	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.15
INC000000505525	Mark Long	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000505661	Jared Memmott	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000506329	Amy Corak	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.00

Commerce

INC000000506412	Sharon Smalley	None	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.38
INC000000506519	Anthony Carrillo	Application	None	Symantec AntiVirus		TIR Missed: No	0.12
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.44
INC000000506616	Julie Price	PC/Laptop	Hardware	None		TIR Missed: No	0.11
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.89
INC000000506837	Dee Johnson	Application	None	None		TIR Missed: No	0.62
Application Support	Derral Sorensen	Commerce		Low	Resolved	TTR Missed: No	0.62
INC000000506842	Sandra Garside	Application	Password	None		TIR Missed: No	0.38
Application Support	Michele Orrell	Commerce		Low	Resolved	TTR Missed: No	0.38
INC000000506857	Mary Price	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.71
INC000000507015	Mary Price	Application	None	None		TIR Missed: No	0.08
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	1.54
INC000000507045	Linda Mitchell	Application	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	0.00
INC000000507111	Lynn Hooper	Application	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	0.00